

E-01345A-05-0816



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**ORIGINAL**  
**ARIZONA CORPORATION COMMISS**  
**UTILITY COMPLAINT FORM**

476

**Investigator:** Deb Reagan

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2006 - 52306

**Date:** 5/24/2006

**Complaint Description:** 08A Rate Case Items - Opposed

**First:**

**Last:**

**Complaint By:**

Shanna

Robinson

**Account Name:**

Shanna Robinson

**Home:** [REDACTED]

**Street:**

[REDACTED]

**Work:**

**City:**

Scottsdale

**CBR:** [REDACTED]

**State:**

AZ

Zip: 85259

**is:** E-Mail

**Utility Company:**

Arizona Public Service Company

**Division:**

**Contact Name:**

For assignment

**Contact Phone:** (602) 000-0000

**Nature of Complaint:**

\*\*\*\*\*E-01345A-05-0816\*\*\*\*\*

Customer sent the following e-mail to the Commission -

I currently live in a 1 bedroom apartment. My utilities will double from the \$60-\$90 it is during the winter once summer hits. It is already a strain to pay almost \$200 a month during the summer months, I can't imagine trying to pay more than it is already. Please do not allow APS to raise rates again. It is hard enough for me to afford utilities in the summer right now.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Customer comments entered for the record and with the Docket in this matter. Responded to customer with the following e-mail -

Dear Ms. Robinson -

Thank you for your recent e-mail to the AZ Corporation Commission. It has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

Your e-mail regarding the Arizona Public Service rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

RECEIVED  
2006 MAY 24 PM 3:29  
AZ CORP COMMISSION  
DOCUMENT CONTROL

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED]

Deb Reagan  
Utilities Division  
AZ Corporation Commission  
\*End of Comments\*

**Date Completed: 5/24/2006**

**Opinion No. 2006 - 52306**

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# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 52107

Date: 5/18/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Sharon

Hotham

Account Name: Sharon Hotham

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State:

AZ

Zip: [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: [REDACTED]

### Nature of Complaint:

5/16/2006 - E-Mail Received:

RE: Docket # E-01345A-05-0816.

From: [REDACTED]

Sent: Tuesday, May 16, 2006 6:24 PM

To: Guadalupe Ortiz

Subject: deletion of Classic Rate

I have been a good APS customer since 1976. I was given the Classic Rate back then; I don't know if it was the least expensive then. But now the Classic Rate apparently is the cheapest because APS wants to eliminate it. Why should I be penalized for our long term relationship? They said that the rate has not been offered for some time now. When one considers how often the average family moves, then APS probably doesn't have very many customers still on this rate. I would like to be allowed to stay on this rate until I move or die, whichever comes first.

Thank you. Sharon Hotham

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

5/18/2006 - E-Mail to Customer:

May 18, 2006

Good Morning Ms. Hotham,

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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I am writing to acknowledge your email regarding your expressed concerns related to the Classic Rate program that Arizona Public Service Company currently offers and also thier application to increase rates .

The Arizona Corporation Commission appreciates the time you have taken to express your comments in this matter. Your comments have been noted and will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record, Docket# E-01345A-05-0816.

The Commission will take your comments and concerns into consideration before a decision is rendered in the Arizona Public Service Company application.

Thank You,

Guadalupe Ortiz  
Public Utilities Consumer Analyst  
Utilities Division  


CLOSED

\*End of Comments\*

Date Completed: 5/18/2006

Opinion No. 2006 - 52107

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E.01345A-05-0816

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 52105

Date: 5/17/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Mildred

Peterson

Account Name: Mildred Peterson

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State:

AZ

Zip: [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

5/18/2006 - E-Mail Received from Customer:

RE: Docket # E-01345A-05-0816.

From: [REDACTED]

Sent: Tuesday, May 16, 2006 6:10 PM

To: Guadalupe Ortiz

Subject: APS wanting to delete Classic Rate

I have always been an on time paying customer of APS since 1971. Until the notice in my current statement, I never knew that I might have had a choice of different rates, maybe even cheaper rates as far back as 1971. But now, all the new choices being offered are higher than my Classic Rate. How is this fair? I'm 83 and live on a fixed income. I can't afford to move nor could I physically handle moving. I know APS would like me to move so they could force me to change my rate schedule. It is up to you now to allow me to live out my remaining time under the Classic Rate. The "opportunity to select another rate" may be fine for the young and employed, and the next person to own my home after I die, but it is not good for me. Besides, how many people still live in the same home since the 70's? There aren't many of us left so just let us fade away gracefully.

P.S. I don't have a computer so I had to ask my daughter to send this for me.

Thank you,

Mildred Petersen

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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5/17/2006 - E-Mail to Customer:

May 17, 2006

Good Afternoon Ms. Peterson,

I am writing to acknowledge your email regarding Arizona Public Service Company and their request to increase rates.

The Arizona Corporation Commission appreciates the time you have taken to express your comments in this matter. Your comments have been noted and will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record, Docket# E-01345A-05-0816.

The Commission will take your comments and concerns into consideration before a decision is rendered in the Arizona Public Service Company application.

Thank You,

Guadalupe Ortiz  
Public Utilities Consumer Analyst  
Utilities Division  


CLOSED

\*End of Comments\*

**Date Completed: 5/17/2006**

**Opinion No. 2006 - 52105**

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